



# Information Technology Strategic Plan For 2004 to 2006

*"Building Technology Solutions  
that Support the Care,  
Protection and Empowerment  
of our Clients"*



JAMES M. DAVY  
Commissioner

JOSEPH OCHS  
Chief of Staff

JACOB EAPEN  
Assistant Commissioner

LOUIS MARINO  
Chief Technology Officer

## Contents

---

Letter from the Commissioner .....	3
Message from the Assistant Commissioner and the Chief Technical Officer .....	4
Planning Process .....	5
Introduction .....	6
Vision, Mission, and Brand .....	7
Key Result Areas .....	8
Establish a Comprehensive View of the Client .....	9
Expand Client and Business Partner Access .....	10
Empower DHS Employees with Information .....	11
Promote Workforce Development .....	12
DHS Department and Division Supplemental IT Information .....	13
DHS Computing Environment .....	14
DHS Network Summary .....	15
DHS Logical Network Diagram .....	16
DHS Network Environment .....	17
DHS Development Environment .....	18
DHS Current Architecture .....	19
DHS Architectural Vision .....	20
DHS Technical Standards .....	21
DHS Major Systems Development Milestones- NJ SPIRIT .....	23
DHS Major Systems Development Milestones - CASS .....	25
DHS Major Systems Development Milestones - ACSES .....	26
DHS Departmental Projects, Applications and Initiatives .....	27
DHS Divisional Projects, Applications and Initiatives .....	30

## Letter from the Commissioner

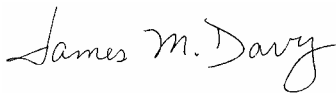
---

Dear DHS Staff, Clients, and Community Partners

I am pleased to present the Department of Human Services' ***Information Technology Strategic Plan*** for 2004 to 2006, which outlines our goals for continued improvements to our IT infrastructure and applications. We believe that meeting these goals is critical to DHS' ability to meet the challenges we are sure to face in the years ahead. Although human services is first and foremost a field in which interaction between and among people is of paramount importance, our good works cannot proceed successfully if they are not resting on the solid foundation provided by a well-managed and thoughtfully conceived IT system.

Through this plan, we will improve our ability to support our staff, serve our clients and work with providers and other partners in the community. I appreciate your interest in Information Technology at the Department of Human Services, and look forward to working with you on behalf of New Jersey's most vulnerable residents.

With all good wishes,



James M. Davy  
Commissioner

## Message from the Assistant Commissioner and the Chief Technical Officer

---

DHS has made significant progress in using IT to improve services to New Jersey's most vulnerable and needy residents. The past few years have seen a substantial expansion of the DHS distributed IT infrastructure along with the implementation of many online services.

One of our key challenges is the implementation of major new systems across the Department. The implementation of these systems has provided an opportunity to expand our implementation of integrated business services, a service oriented data architecture, and the standardization of infrastructure components. Our goals are:

- To gain a comprehensive view of our clients and their needs,
- To increase access to a set of expanded services to our clients,
- To use accurate information to make informed decisions, and
- To retain a skilled, motivated workforce able to develop and maintain modern, flexible systems in a cost-effective manner

To address these new goals, we have developed a specific, action-oriented IT strategic plan. By following this plan, we will build on the solid work of the past while progressing to a more mature and more coordinated IT infrastructure for improved program delivery across the Department.

Jacob Eapen  
Assistant Commissioner

Louis Marino  
Chief Technical Officer

## Planning Process

---

The New Jersey Department of Human Services is currently in the process of initiating a number of large modernizations in an effort to enhance client access to DHS services, while empowering employees with expanded client and program information and analysis. The NJ DHS initiated a strategic planning process to ensure all IT investments are aligned with the broader business vision of the Department while delivering on the needs of individual divisions.

A DHS IT Strategic planning group was formed with members from DHS IT staff and analysts from META Group Inc, a research and advisory firm. The strategic planning group held a series of interviews with Departmental leadership (including Commissioner Davy, Deputy Commissioners, Assistant Commissioners and their staff), Divisional leadership (including Division Directors and Division IT Directors), and members of the DHS IT Steering Committee in an effort to obtain a better understanding of the business challenges facing various divisions and opportunities for IT to address these challenges.

Through these interviews, the strategic planning group identified four business areas, with specific goals and deliverables, where IT can deliver results at a departmental and divisional level. The following pages outline the vision, mission, key result areas and goals the DHS IT community will focus on in the coming years in an effort to address the business challenges of today, while positioning the Department to meet the challenges of tomorrow.

## Introduction

---

By designing the DHS IT strategy around the business challenges facing the Department, the DHS IT community will enhance accessibility to the services we offer, while expanding employee access to information needed to make IT, program delivery, and policy decisions. This strategic plan offers the IT vision and initial steps for accomplishing this goal. When fully implemented, the framework will lead to key changes in operations, accountability, and performance. The ultimate goal is to drive efficiencies, expand partnerships, increase employee retention, and enhance the client experience.

## Vision

---

The DHS IT community seeks to create an environment that supports program objectives using workflow processes that are seamlessly integrated across divisions, department-wide information that is accurate and timely, and information systems that are adaptable, reliable and cost effective across a secure, scalable and highly available network infrastructure.

## Mission

---

The DHS IT community will provide its staff, management, and community partners with the technology, systems and information needed to support the care, protection, and empowerment of the people we serve.

## Brand

---

**Building Technology Solutions that Support the Care, Protection and Empowerment of our Clients**



## Key Result Areas

---

To achieve its vision, the New Jersey Department of Human Services IT Steering Committee has identified four areas where IT can enable the agency in delivering services to its clients and staff.

### **Establish a Comprehensive View of the Client**

DHS clients typically obtain multiple services across the agency's divisions. Effective data management enables the evaluation of integrated, accurate client information across DHS programs and the aggregation of forecast data to support informed policy decisions and future service directions.

### **Expand Client and Business Partner Access**

By increasing the number of client access points to DHS services through enhanced partnerships with local community groups and other channels, DHS can ensure that New Jersey residents get timely access to needed programs and services.

### **Empower DHS Employees with Information**

By providing accurate, timely, and reliable information, DHS empowers managers and staff to make informed employee, program and policy decisions.

### **Promote Workforce Development**

Through a firm commitment to training, DHS empowers all staff to proactively manage their careers, with the goal of increasing retention and upward mobility within DHS. In addition, the provision of IT training options to staff supports the continued management of future network, hardware and software technologies, standards and practices.



## Establish a Comprehensive View of the Client

DHS clients typically obtain multiple services across the agency's divisions. Effective data management enables the evaluation of integrated, accurate client information across DHS programs and the aggregation of forecast data to support informed policy decisions and future service directions.

Goal	Objective
<i>Enable divisions to share client information in an effort to provide quality services to clients of DHS</i>	<ul style="list-style-type: none"> <li>• Expand Service Oriented Architecture by working with divisions to develop systems that: <ul style="list-style-type: none"> <li>○ Provide common case management solutions, integrated financial data, and standardized workflow procedures</li> <li>○ Implement a comprehensive Scheduling application</li> <li>○ Centralize eligibility screening and standardize eligibility determination</li> </ul> </li> <li>• Expand utilization of the DHS shared data warehouse by departmental employees.</li> <li>• Increase reuse of IT infrastructure and applications to promote data capture and information sharing</li> <li>• Standardize contracting, purchasing and licensing processes, providing consistent, intrinsic value to the client.</li> </ul>
<i>Ensure employees have the information necessary to excel in client service</i>	<ul style="list-style-type: none"> <li>• Institute a centralized help desk with the ability to triage and manage problems correctly and quickly</li> <li>• Increase remote access and allow mobile computing</li> <li>• Standardize access to data via web services</li> </ul>
<i>Collaborate within the Department and with communities statewide</i>	<ul style="list-style-type: none"> <li>• Support an intra-departmental communication and collaboration process, improving communications within all of DHS and its partners</li> </ul>

## Expand Client and Business Partner Access

By increasing the number of client access points to DHS services through enhanced partnerships with local community groups and other channels, DHS can ensure that New Jersey residents get timely access to needed programs and services.

<i>Goal</i>	<i>Objective</i>
<i>Provide a unified view for DHS Clients</i>	<ul style="list-style-type: none"> <li>• Continue implementation of an enterprise solution for integrated service delivery including a common front end for benefits, eligibility, intake and referral</li> <li>• Consolidate and automate systems that support benefits and service delivery programs</li> <li>• Ensure ease of use for employees and clients to obtain access and information about all DHS services</li> </ul>
<i>Increase client satisfaction with DHS</i>	<ul style="list-style-type: none"> <li>• Utilize survey system to continually analyze client satisfaction and re-design processes to maximize satisfaction rates</li> <li>• Launch 211 support services</li> <li>• Provide a common front end benefit screening and application processing portal supported by multiple access points such as interactive voice response [IVR], telephone, walk-in, and Internet, enabling consistent responses at a departmental level.</li> </ul>
<i>Manage client information in a secure environment ensuring the integrity of the data and client confidentiality.</i>	<ul style="list-style-type: none"> <li>• Implement standard security framework</li> <li>• Provide DHS employees, clients, and partners with secure access to applications and technologies supporting DHS business requirements.</li> <li>• Implement secure mobile communications to Department applications thereby allowing staff to remain longer in the field with clients while still being able to access and input client information.</li> </ul>

## Empower DHS Employees with Information

By providing accurate, timely, and reliable information, DHS empowers managers and staff to make informed employee, program and policy decisions.

Goal	Objective
<i>Ensure client information is presented in a efficient and effective manner</i>	<ul style="list-style-type: none"><li>• Increase the availability and views of operational and historic data using “dashboards” and other similar presentation devices.</li><li>• Assemble cohesive unduplicated data sets that support a more inclusive view of clients and services.</li></ul>
<i>Establish an integrated Management Information System</i>	<ul style="list-style-type: none"><li>• Conduct trend analysis to enhance strategic and proactive planning.</li><li>• Provide a complete picture of client program eligibility and needs</li><li>• Provide managers with quick access to quality client, financial and program data.</li></ul>
<i>Improve operational efficiencies</i>	<ul style="list-style-type: none"><li>• Work toward an agency architecture to enable the divisions to collaborate on service delivery and to eliminate duplicate functions</li><li>• Centralize financial data</li><li>• Secure additional federal and private grants</li><li>• Expand the IT project management office</li><li>• Provide electronic IT policy development and verification</li><li>• Standardize the approach to RFP implementation to provide consistent, single view of technical direction</li></ul>

## Promote Workforce Development

Through a firm commitment to training, DHS empowers all staff to proactively manage their careers, with the goal of increasing retention and upward mobility within DHS. In addition, the provision of IT training options to staff supports the continued management of future network, hardware and software technologies, standards and practices.

Goal	Project
<i>Provide the means to obtain the recommended or required job skills to enable career advancement and/or development</i>	<ul style="list-style-type: none"><li>• Develop IT retention, cross-training and succession planning programs</li><li>• Align training initiatives with departmental needs</li><li>• Link training requirements to acceptable institutional and custom training offerings on the State's Intranet site</li><li>• Expand the use of institutional training labs</li><li>• Ensure that adequate training of state staff is included in vendor contracts</li></ul>
<i>Apply technology to assist Human Resources staff to achieve its program goals</i>	<p>Provide effective automation tools to:</p> <ul style="list-style-type: none"><li>• Maintain compliance with the Equal Employment Opportunity Commission</li><li>• Allow for employees to succeed in advancing from introductory to supervisory positions</li><li>• Ensure training remains accessible and current through regular review and update of content</li></ul>

## DHS Department and Division Supplemental IT Information

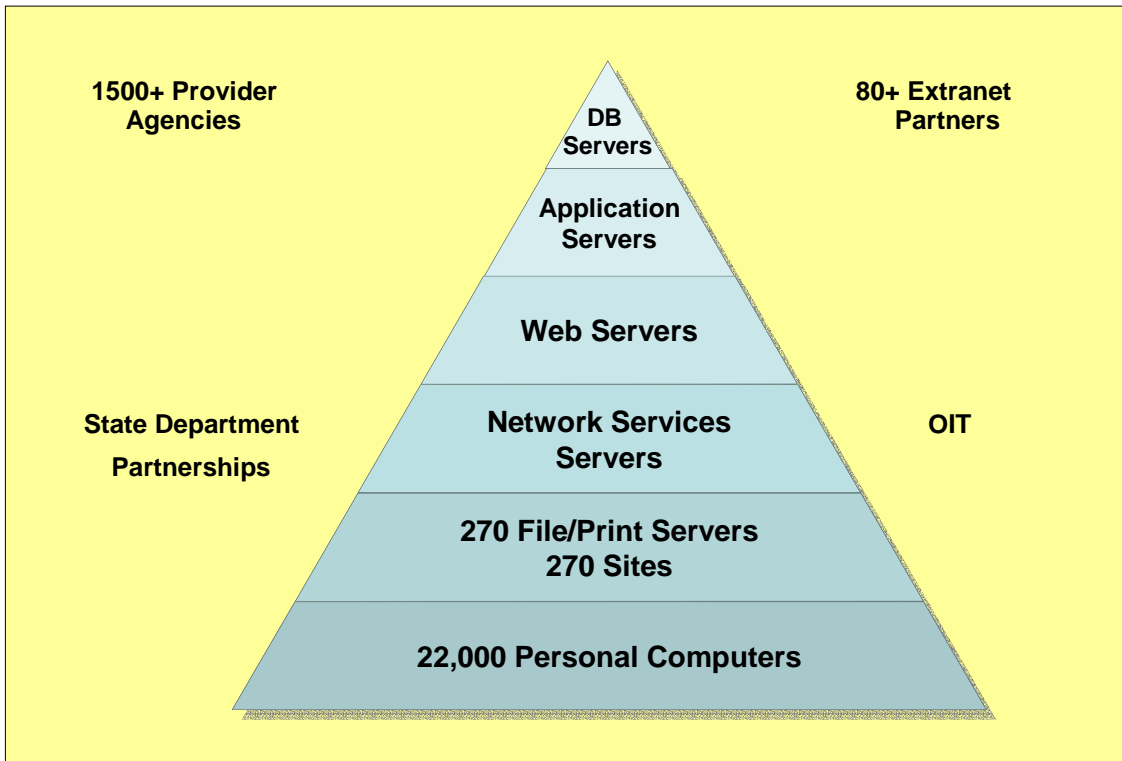
---

The attached charts and summary information provide additional detail regarding the departmental and divisional IT status regarding:

- Computing, Network, and Development Environments
- Current Architecture
- Architectural Vision
- Technical Standards
- Major Systems Development and Milestones
- Major Departmental Projects, Applications and Initiatives
- Major Divisional Projects, Applications and Initiatives

## DHS Computing Environment

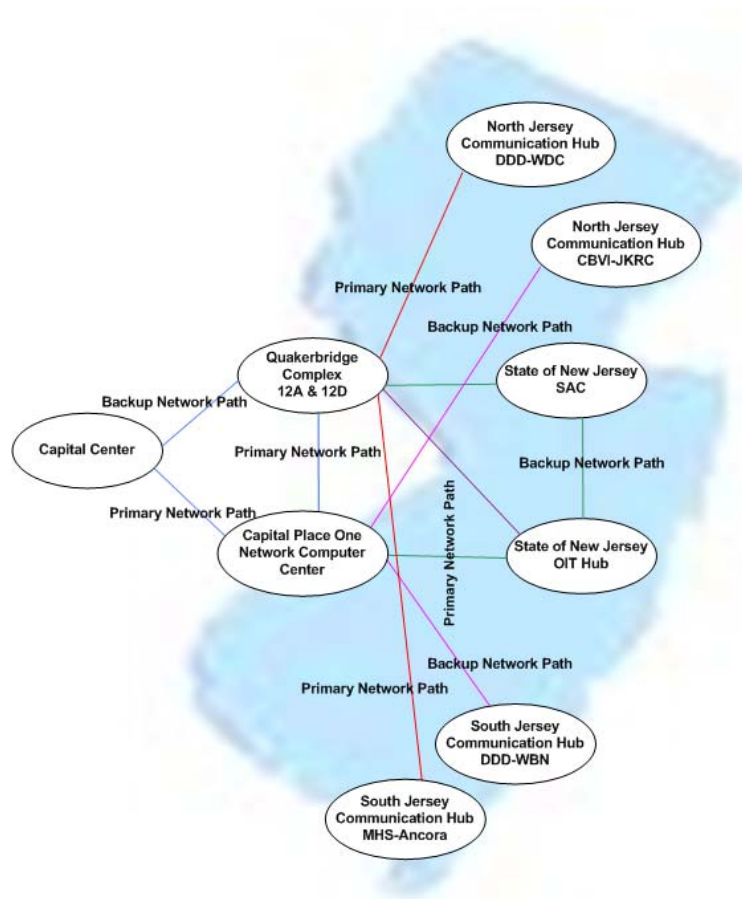
---



The New Jersey DHS network and processing power makes up a large part of the New Jersey State computing resources.

## DHS Network Summary

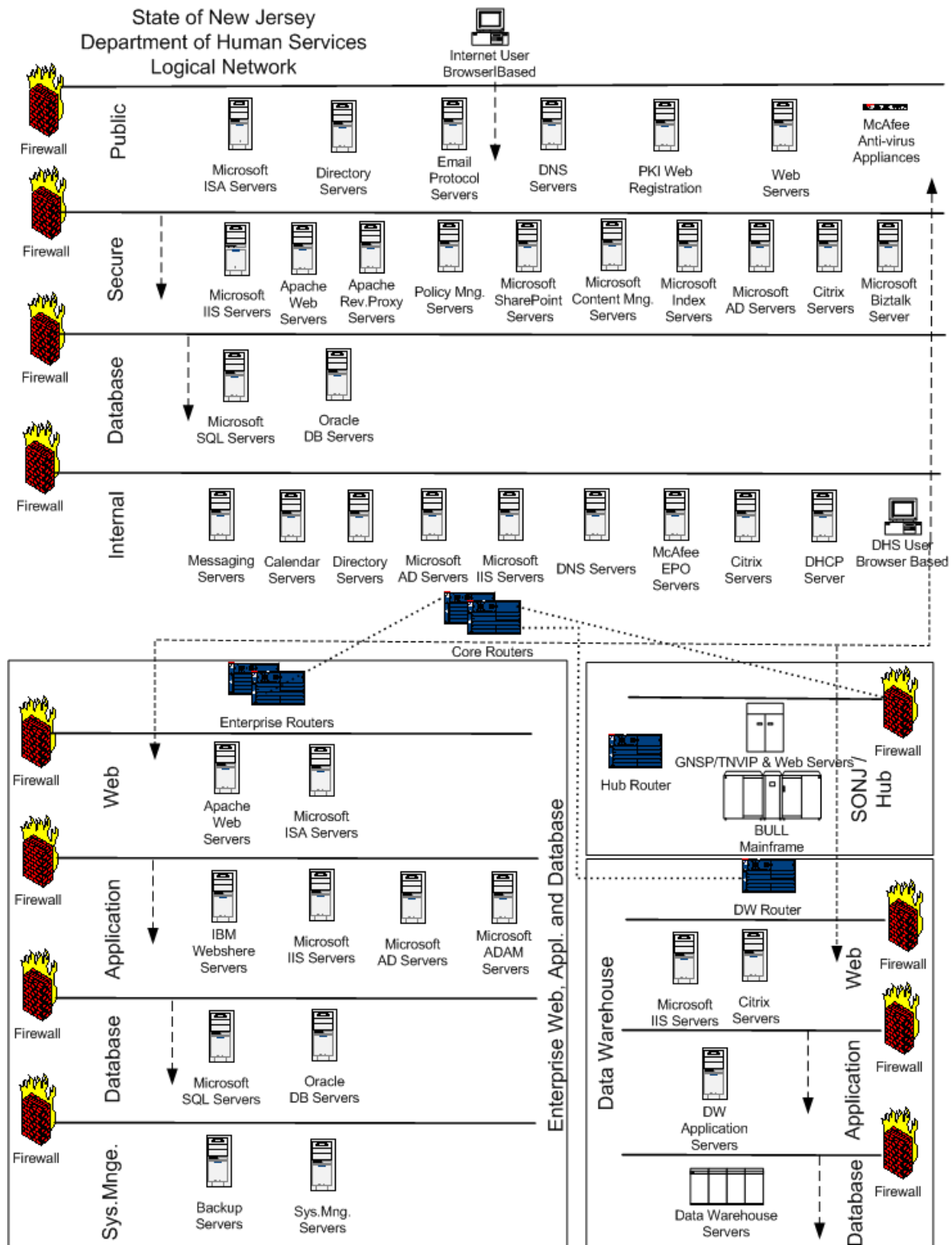
---



The New Jersey DHS network consists of eight hubs that are connected to the State of New Jersey SAC hub.



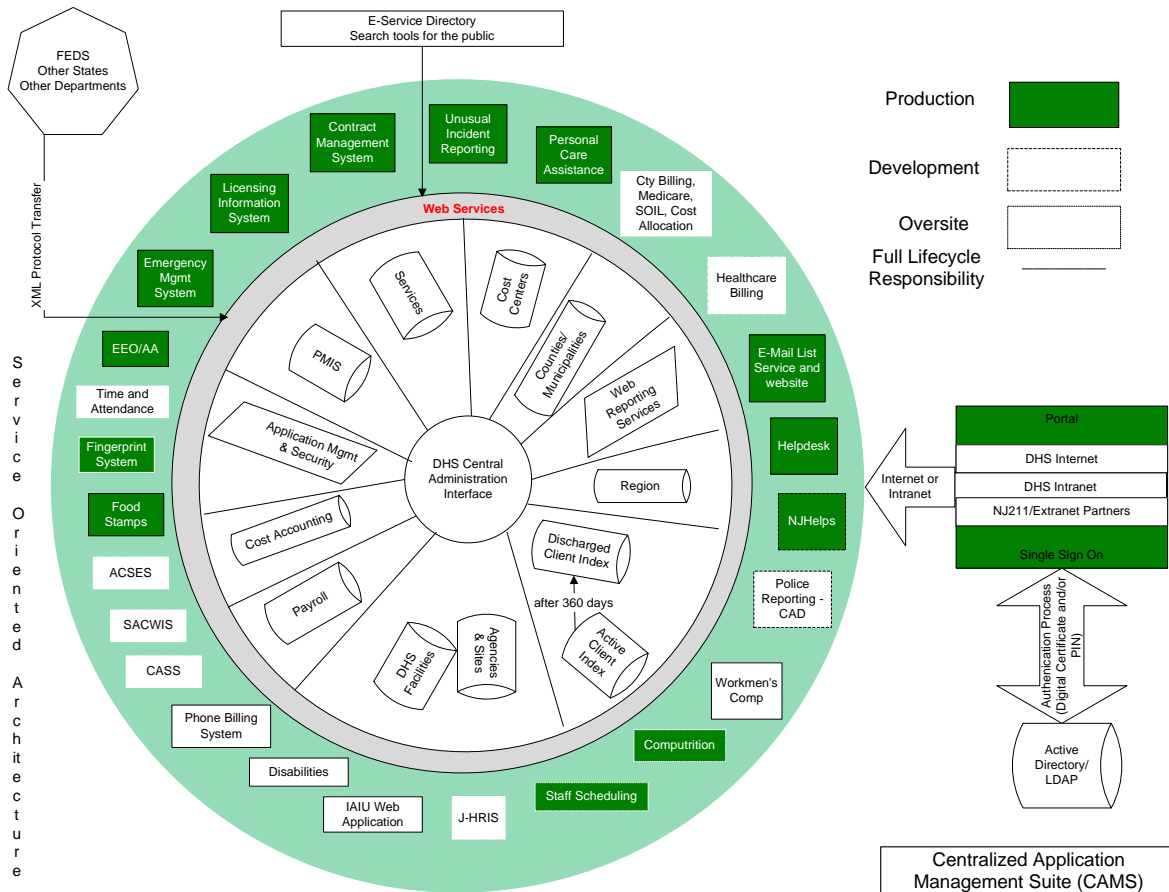
## DHS Logical Network Diagram



January 2005

\_\_\_\_\_

## DHS Development Environment

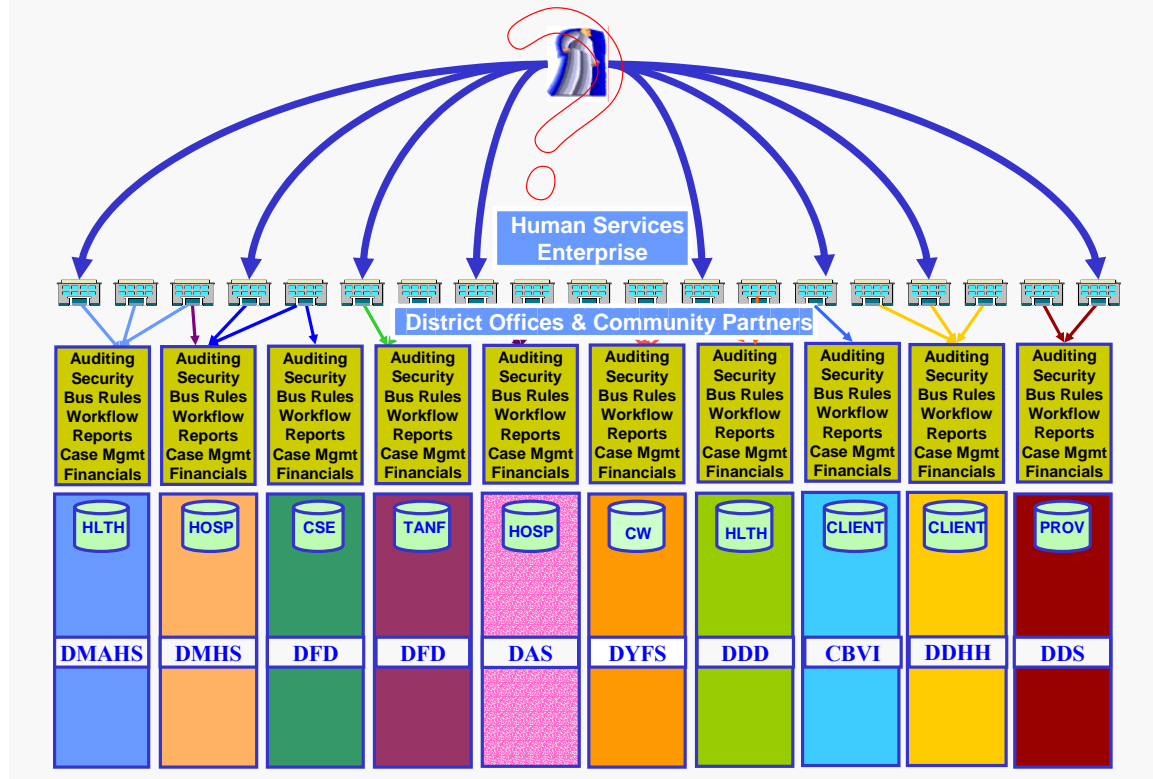


DHS IT is applying this development methodology as a means to:

- eliminate duplicate functions in each division by building and supporting them from a framework perspective
- pull common data together to eliminate duplication
- standardize access to data via web services

## DHS Current Architecture

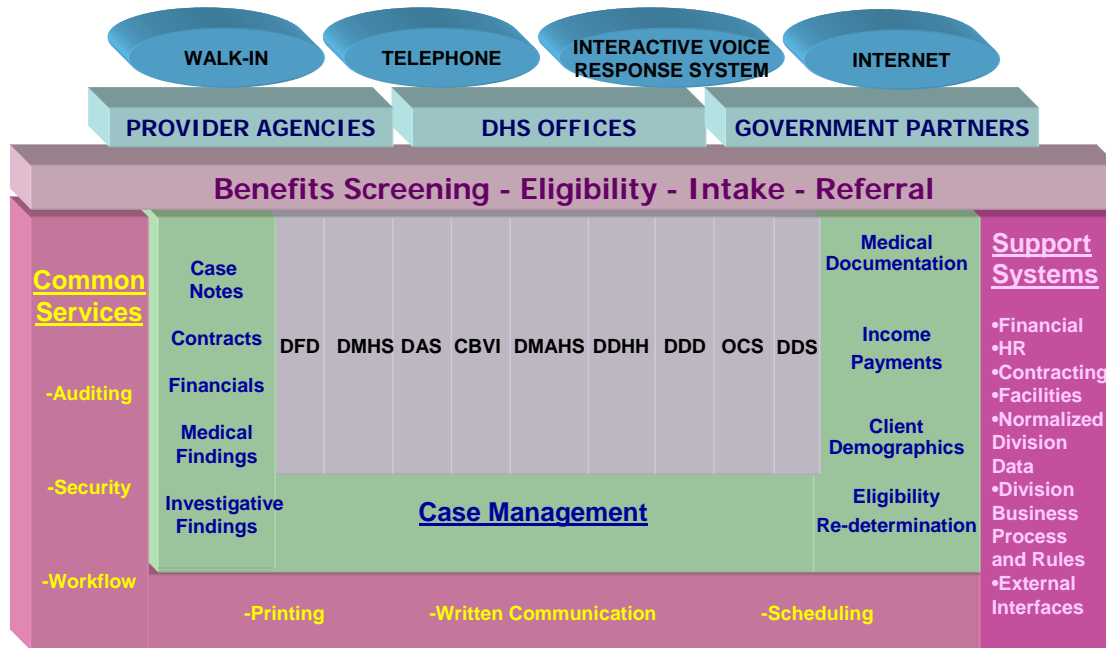
### DHS Existing Service Delivery Model



The silo-like architecture of legacy applications has led to fragmented services delivery, duplication of data and effort, and the inability to make changes in a timely manner. This in turn results in inefficient, unresponsive and ineffective services as well as costly system maintenance, feature enhancements or additions, and technological upgrades.

## DHS Architectural Vision

### Enterprise Framework for Integrated Systems



An enterprise architecture design supports sharing of business processes, technical services, and common data. Each program manages its own unique business rules and information but builds from a common data model. An enterprise framework methodology provides the 'glue' that simplifies the required integration among all systems.

It is the DHS "vision" that all divisional applications or systems would:

- Be surrounded by common technical services such as security, scheduling, and auditing
- Utilize shared human services functions such as case management
- Present a common interface for users and clients

## DHS Technical Standards

---

Please see the document, “New Jersey Department of Human Services Distributed Information Technology Architecture - 2005”, for the complete list of products and technologies that are considered standard for DHS. In Appendix 3 of that document, they are classified as:

- ▶ Preferred - This represents our strategic direction. DHS will give priority to this technology.
- ▶ Acceptable - This represents our minimum requirements. DHS considers this technology adequate/satisfactory.
- ▶ Sunset – DHS uses this product or technology but deems it undesirable/unacceptable.

Listed below are some of the significant DHS Preferred standards.

▶ **Groupware:**

- ▼ MS Office XP Standard & Professional
- ▼ MS Exchange (future)
- ▼ MS SharePoint
- ▼ MS Content Manager

▶ **Desktop Software:**

- ▼ Internet Explorer
- ▼ Office XP
- ▼ McAfee VirusScan
- ▼ Oracle Client
- ▼ Adobe Acrobat

▶ **Database Platform:** Oracle

▶ **Application Server:**

- ▼ Oracle Internet Application Server (iAS)
- ▼ IBM WebSphere Application Server
- ▼ Microsoft Component Object Model (COM)

▶ **Desktop PC Hardware:** Dell with Windows XP Professional or Windows 2000

- ▶ **Enterprise Servers:** IBM pSeries (formerly RS/6000) with AIX UNIX
- ▶ **Operational (Web, File, Print) Servers:**
  - ▼ IBM pSeries running IBM HTTP Server
  - ▼ Dell running Microsoft Internet Information Services (IIS) and Microsoft Internet Security and Acceleration (ISA)
- ▶ **Development Environment:**
  - ▼ J2EE JAVA
  - ▼ Microsoft .Net
- ▶ **Development Languages:**
  - ▼ J2EE JAVA
  - ▼ HTML
  - ▼ JavaScript
  - ▼ XML

In addition, DHS expects all system implementations to incorporate federal and state regulations, industry directions and general standards. Examples include:

- ▶ **Health Insurance Portability and Accountability Act (HIPAA):** for confidential handling and protection of all client data
- ▶ **Section 508 and ADA Legislation:** for electronic and information technology that is developed or purchased by Federal Government; it must be accessible by people with disabilities
- ▶ **Open Public Records Act (OPRA):** for providing the public greater access to government records maintained by public agencies in New Jersey



## **DHS Major Systems Development Milestones- NJ SPIRIT**

---

The Statewide Automated Child Welfare Information System (SACWIS), named NJ SPIRIT (New Jersey Statewide Protective Investigation, Reporting and Information Tool) is a fundamental piece of the Child Welfare Reform Plan implementation in the Office of Children's Services (OCS). NJ SPIRIT will replace the current Service Information System (SIS) system that uses old mainframe technology and does not meet urgent business needs such as the accurate capture, integration and reporting of information critical to the business processes. NJ SPIRIT will be an implementation of a proven, stable web-based system that provides full child welfare functionality. American Management Systems (AMS) has been selected as the implementation vendor for the NJ SPIRIT system.

### **Child Welfare Reform Plan [CWRP] - NJ SPIRIT Development**

- ▶ February, 2004 – Draft IT Plan (✓)
- ▶ April, 2004 – Final IT Implementation Plan (✓)
- ▶ April-July, 2004 – Phase 2, Pre-NJ SPIRIT
  - ▼ New Pre-NJ SPIRIT Application Functionality for CWRP
  - ▼ Interim State Central Registry Referral Process
  - ▼ Video Education Portal Network Plan & Deployment
- ▶ May-Dec, 2004 – Phase 3, Pre-NJ SPIRIT
  - ▼ Mobile Computing Evaluation (devices & support platforms)
  - ▼ Mobile Computing Device Deployment
  - ▼ Mobile Web Development
  - ▼ Mobile Device Management Platform
- ▶ Mar-Nov 2004 – CWRP Requirement Integration with NJ SPIRIT

### **NJ SPIRIT Verification, Validation and Testing (VV&T) RFP**

- ▶ January 13, 2003 - Release RFP (✓)
- ▶ January 31, 2003 – Bidders' Conference (✓)
- ▶ February 21, 2003 – Bid Opening (✓)
- ▶ April 14, 2003 – VV&T contract awarded (✓)
- ▶ April 21, 2003 – VV&T contractor on site (✓)

## **DHS Major Systems Development Milestones- NJ SPIRIT**

---

### **NJ SPIRIT Implementation Vendor RFP**

- ▶ **July, 2003 – Implementation vendor RFP released (✓)**
- ▶ **August, 2003 – Bidders Conference (✓)**
- ▶ **October, 2003 – Begin roll out of Pre-NJ SPIRIT Apps (✓)**
- ▶ **November, 2003 – Bid opening (✓)**
- ▶ **December, 2003 – Award Implementation contract (✓)**
- ▶ **February, 2004 – Vendor on site (✓)**
- ▶ **November, 2004 – Release 1 (Intake Module) (✓)**
- ▶ **December, 2005 – Release 2 (Remaining NJ SPIRIT Functionality)**
- ▶ **February, 2006 – Release 3 (Remaining Interfaces & Mods & Enhancements)**

## **DHS Major Systems Development Milestones - CASS**

---

The Consolidated Assistance Support System (CASS) will be a new and fully integrated automated information system that will support all benefit and service delivery programs supervised by DFD, including TANF, Food Stamps, WFNJ, GA, Child Care, LIHEAP, as well as, certain Medicaid Programs supervised by DMAHS. It will also provide data sharing with Child Protection (NJ SPIRIT) and Child Support (ACSES) programs.

### **ISIS CASS Preparation Project RFP**

- ▼ January, 2003 - Release RFP (✓)
- ▼ January, 2003 – Bidders' Conference (✓)
- ▼ February, 2003 – Bid Opening (✓)
- ▼ August, 2003 – contract awarded (✓)
- ▼ September, 2003 – contractor on site (✓)
- ▼ February 2005 – Submit APDU & RFP for Federal Approval
- ▼ March, 2005 – Federal APDU Approval
- ▼ April, 2005 – Federal RFP Approval
- ▼ April, 2005 – Release RFP
- ▼ April, 2005 – Bidders Conference
- ▼ June, 2005 – Award Implementation contract

### **ISIS CASS Implementation Project**

- ▼ July, 2005 – Vendor on site
- ▼ July, 2007 – Initiate County Based Phased Rollout
- ▼ July, 2008 – Project Completion

## **DHS Major Systems Development Milestones - ACSES**

---

The Automated Child Support Enforcement Systems (ACSES) business process reengineering project will replace the existing ACSES application. The replacement application will provide an online, real-time, web-based system to achieve compliance with Federal and State regulations for child support enforcement. It will improve client service and maximize integration with related systems that support , Title XIX, Child Protection (NJ SPIRIT), Consolidated Assistance Support System (CASS), and the Courts.

### **Business Process Reengineering RFP**

- ▼ October, 2001 – Release RFP (✓)
- ▼ January, 2002 – Bidders' Conference (✓)
- ▼ September, 2002 – Contract Awarded (✓)
- ▼ November, 2002 – Contractor On Site (✓)
- ▼ July, 2004 – Submit APDU & RFP for Federal Approval
- ▼ August, 2004 – Federal APDU Approval
- ▼ October, 2005 – Federal RFP Conditional Approval
- ▼ February, 2005 – Release RFP
- ▼ March, 2005 – Bidders Conference
- ▼ May, 2005 – Award Implementation contract

### **Implementation Vendor RFP**

- ▼ June, 2005 – Vendor on site
- ▼ June, 2007 – Initiate County Based Phased Rollout
- ▼ June, 2008 – Project Completion

## **DHS Departmental Projects, Applications and Initiatives**

---

### ► **Project Oversight and Support**

- ▼ **HIPAA – Gap Analysis, Security and Compliance Plan, Policy Development, Training**
- ▼ **OCS – NJ SPIRIT, Pre-NJ SPIRIT, CWRP Integration, SDM, Centralized Screening**
- ▼ **DFD – CASS, ACSES, Child Support Guidelines and EBT**
- ▼ **DMHS - USTF Migration, Computrition, Hospital Record Imaging**
- ▼ **DMAHS – Health Benefits Coordinator, Shared Data Warehouse**
- ▼ **DDD - Database Consolidation, Real Life Choices, Staff Scheduling, Computrition**
- ▼ **CBVI – Case Management Migration**

### ► **Network Operations**

- ▼ **Bull Mainframe Upgrade** ✓
- ▼ **Windows 2000 Server & Active Directory Migration** ✓
- ▼ **Windows Server 2003 Upgrade** (July '05)
- ▼ **Groupware Migration & Office Upgrade** (August '05)
- ▼ **WAN Upgrade w/Redundancy** (June '05)
- ▼ **WAN Upgrade, Phase 2** (August '05)
- ▼ **Extranet Partners Expansion** (on going)
- ▼ **Video Network, Phase 1 w/OOE** ✓
- ▼ **Video Network, Phase 2 w/ DHS sites and 3 w/OCS AccessNJ** (April '05)
- ▼ **Emergency Management Room** ✓
- ▼ **Remote Dial-In Upgrade** ✓
- ▼ **Content Switch/Cache Migration** ✓
- ▼ **EPO Virus Management** ✓
- ▼ **Wireless Standards w/DHS-CO install** ✓
- ▼ **MS System Update Service** ✓
- ▼ **DAS Integration** (on going)

## **DHS Departmental Projects, Applications and Initiatives**

---

### **► Application Development**

- ▼ **Finger Print Imaging (Phase 2 in Development)**
- ▼ **IAIU Incident Tracking**
- ▼ **UIRMS (Phase 2 in Development)**
- ▼ **HRIS (with Position Control, April 2005)**
- ▼ **Payroll & Salary Monitoring (Phase 2 in Development)**
  - **Time Keeping Interface Oct '04**
- ▼ **EEO/AA ✓**
- ▼ **Protection & Prevention Grants Management ✓**
- ▼ **Response Management System (Child Welfare Plan Responses) ✓**
- ▼ **Reusable Web Services (Data Integration, Searches and Transfers) ✓**
- ▼ **CAMS V1 (Single Log-in, Application Manager, Community User Administration, Central Database Management, etc.)**
- ▼ **Service Desk Reporting System & Request Form ✓**
- ▼ **Contract Management System (V1, Nov '04; V2, May '05)**
- ▼ **Licensing Management System (V1, July '05)**
- ▼ **Personal Care Assistance (DDS, V1, Jan '05)**
- ▼ **Active Client Index (partial operations)**
- ▼ **HIPAA Disclosure Tracking System (March '05)**
- ▼ **IT Risk Management Interface ✓**

### **► COTS Systems Management**

- ▼ **Client Banking**
- ▼ **Computrition (2 Pilots)**
- ▼ **Staff Scheduling (3 OCS Pending)**
- ▼ **Service Desk (DHS-CO), DMAHS, NJ SPIRIT**
- ▼ **DHS Police CAD & Mgt System (May '05)**

### **► e-System Development**

- ▼ **NJ Helps Benefit Screening ✓**
- ▼ **NJ211 e-Service Directory (Fall '05)**
- ▼ **USDA Food Stamp Grant**
  - **Mercer St. Friends Food Stamp Screening Tool ✓**
  - **On Line Form**
  - **e-Send Feature**
  - **Interactive Application**
  - **24 Hour IVR Support**

## **DHS Departmental Projects, Applications and Initiatives**

---

### **► Communication and Collaboration**

- ▼ **DHS Intranet Portal (December '05)**
- ▼ **Re-Brand and Update DHS State Internet Site & Business Partners Web Site**
- ▼ **New Site Creation:**
  - **NJ Family Care**
  - **Safe Haven**
  - **Nursing**
  - **Office of Licensing**
  - **Office of Children's Services and its Divisions**
  - **Office of Public Affairs**
- ▼ **MS SharePoint Installation & Intranet Portal Migration**
- ▼ **MS Content Manager Installation & Deployment**
- ▼ **Full WIA Section 508/Bobbi & WWW W3C Consortium Compliance**
- ▼ **Web Site Usability Studies & Improvements**
- ▼ **Migration to V2 Service Desk & Division Deployment**
- ▼ **Integration/Collaboration with OIT Service Desk**
- ▼ **Update DFD CWA Extranet Support**

### **► Training and Media Centers**

- ▼ **Training**
  - **Expanded Training Offerings**
  - **UIRMS, Finger Print, Computrition Training Programs**
  - **Deployment of Microsoft Computer Based Training for Program & IT Staff**
- ▼ **Media Centers**
  - **Institutions**
  - **Regional Training Centers**
- ▼ **Institutional Training Labs**
  - **PCs (thirteen per site)**
  - **Network Printer, PC Projector**
  - **Furniture & Whiteboard**
  - **Video Conferencing**



## **DHS Divisional Projects, Applications and Initiatives**

---

▶ **Office of Children's Services [OCS]:**

- ▼ Service Information System [SIS]
- ▼ Pre-NJ SPIRIT Apps w/Centralized Screening
- ▼ Structured Decision Making
- ▼ NJ SPIRIT w/CWRP Integration
- ▼ Closed Case Record Imaging
- ▼ Value Options
- ▼ Staff Scheduling with Automated Time and Attendance [iNovar]

▶ **Division of Family Development [DFD]:**

- ▼ FAMIS (CASS)
- ▼ OMEGA (CASS)
- ▼ ACSES (ACSES Re-engineering)
- ▼ General Assistance (CASS)
- ▼ CARES (CASS)
- ▼ Electronic Benefits Transfer (EBT)
- ▼ ACSES Child Support Protection Guidelines
- ▼ Document Imaging for Food Stamps, Child Welfare Agencies and Child Support
- ▼ Welfare to Work – FAMIS to Department of Labor Feed
- ▼ Paternity Opportunity Program
- ▼ Universal Services Fund
- ▼ Service Desk and Computer Room Upgrades
- ▼ Medical Support Notice

▶ **Division of Medical Assistance and Health Services [DMAHS]:**

- ▼ MMIS Fiscal Agent Rebid
- ▼ Medicaid Eligibility Benefits Self-Screening
- ▼ Third Party Liability Recoveries
- ▼ Medicaid Exception Process
- ▼ Disease Management Initiatives
- ▼ Shared Data Warehouse Expansion
- ▼ Plastic Identification Benefits Card for Medical Assistance Benefits

## **DHS Divisional Projects, Applications and Initiatives**

---

▶ **Division of Mental Health Services [DMHS]:**

- ▼ Web-enabled Hospital Census and Patient Assessment Tool
- ▼ UTF Rehost and Rewrite
- ▼ Hospital Medical Record Document Imaging
- ▼ Staff Scheduling with Automated Time and Attendance [iNovar]
- ▼ Electronic Records Management System
- ▼ Evidence Based Management (Structured Decision Making)
- ▼ Hospital Case Management System
- ▼ PC Replacement
- ▼ Treatment Planning Software
- ▼ Capture Service Level Information on Clients

▶ **Division of Developmental Disabilities [DDD]:**

- ▼ Expand Case Management to All Applications
- ▼ Community Care Waiver
- ▼ MUMPS (Census Conversion)
- ▼ Real Life Choices
- ▼ Video Conferencing
- ▼ PC Replacement
- ▼ Staff Scheduling with Automated Time and Attendance [iNovar]
- ▼ Provider and Client Surveys
- ▼ Fee Assessment Contract (RFP)
- ▼ Create Centers for Excellence (Centralize Services in Dev. Centers)

▶ **Division of Addiction Services [DAS]:**

- ▼ New Jersey Substance Abuse Monitoring System (NJ-SAMS)
- ▼ Drug Court Billing System
- ▼ Intoxicated Driver Program (IDP) Microfilm to Image Database

▶ **Division of Disability Services [DDS]:**

- ▼ Deploy Personal Care Assistance
- ▼ PCAP Prior Authorization (in development)
- ▼ Provider Services Tracking System

## **DHS Divisional Projects, Applications and Initiatives**

---

- ▶ **Commission for the Blind and Visually Impaired [CBVI]:**
  - ▼ **Case Management System (Client Service Tracking and Payment upgrade and migration)**
  - ▼ **Video Conferencing Upgrade**
  - ▼ **Community Awareness and Advocacy (Increase Internet and Intranet Presence)**
  - ▼ **Client Status Tracking Web accessibility**
  - ▼ **Regional Technical assistance centers upgrade**
  - ▼ **Assistive Technology**
  - ▼ **Complaint Tracking System**
  - ▼ **Motor Vehicle Tracking**
  
- ▶ **Division of Deaf and Hard of Hearing [DDHH]:**
  - ▼ **Create Intranet Presence**
  
- ▶ **Office of Education [OOE]:**
  - ▼ **Curriculum Software**
  - ▼ **Student Tracking System**
  - ▼ **Video Conferencing Deployment**